CRITICAL INCIDENT MANAGEMENT PLAN
Premises Fire

Incident:

- Fire at work premises or home office

Guiding principles:

- Be proactive, not reactive
- Never assume anything
- Deal in facts
- Critical incidents take precedence
- Document everything, including time, date, place
- Delegate
- Cooperate with authorities
- Act professionally and ethically always
- Always consider preservation of your brand

Your Key Contacts and Specialist Services:

- Insurance company or broker
- Premises / building owner(S)
- Fire Service
- Police
- Council
- Customers
- Key Supply Partners
- Telecommunications provider
- Power provider
- IT provider
- Mastercraft National Support Office
- Nearest Mastercraft location
- Lawyer
- Accountant
- Counselling services

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- Key management staff
- Health and safety consultant
- Key subtrades
- HR consultant
- Public relations consultant
- Real Estate Agent

Your Immediate Action:

- Confirm the name and address of the premises they are referring to
- Obtain the name and contact number for the Police staff member
- Obtain the Police job number
- Ascertain who is at the scene now
- Confirm the fire service have been called
- Advise if there is human or animal occupancy
- Advise if there are any hazardous materials on the site or in the building
- Advise the nature of the business at the site
- Advise exact location of any hazardous materials or the dangerous goods on site
- Advise best vehicle access to site and the building
- Advise any names and contact details you have for neighbouring premises
- Advise the location of access gate, gate code, alarm key pad, alarm code
- Advise location of main power distribution board
- Advise any possible causes of the fire
- Advise any potential hazards and safety issues at the scene
- Advise if there is any water source on site
- Advise location of fire hydrant
- Advise if the building is fitted with a sprinkler system
- Advise the construction of the building

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Following Your Immediate Action:

Delegate the following functions:

- Advise your business partner(s)
- Advise your senior staff
- Advise your landlord
- Initiate insurance claim
- Notify and reassure your customers
- Consider temporarily outsourcing production
- Notify your Supply Partners including machinery suppliers
- Notify your bank
- Contact your telecommunications company to arrange alternate communications
- Initiate enquiries with real estate agents for temporary premises
- Consider moving temporary buildings onto site
- Contact your IT provider for alternate computing and printing capability
- Ascertain if fire is considered suspicious, if yes, consider possible suspects
- Check alarm access date
- Check security camera activity
- Ascertain cause of fire
- Obtain Police and Fire Service clearance to enter the site
- Retrieve any important property or documents
- Obtain computing back ups
- Take steps to secure the site and building
- Contact Mastercraft Support Office for assistance
- Contact closest Mastercraft location for assistance
- Initiate premises cleaning contractor (if applicable)
- Consider engaging legal services
- Update your website to reflect new contact or site details

Your Legal Obligations & Considerations:

- Advise and engage legal services early
- Establish cause of fire
- Is the business liable
- Health and Safety obligations

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- Employer obligations
- Damage to neighbouring premises
- Environmental obligations
- Liability for staff possessions destroyed
- Possibility of court action, civil or criminal
- Local authority obligations
- Financial obligations to bank and clients
- Obligation to supply product to clients

Your Media Liaison Considerations:

- Protecting your collect brand is critical
- Contact Mastercraft National Support Office for assistance
- Consider engaging professional public relations company

Your Human Resource Considerations:

- Keep all staff and contractors regularly appraised of your plan and your progress
- Show positive proactive leadership
- Manage your staff and delegate
- Seek staff support to keep business operating
- Consider using staff for alternate functions to assist business continuity
- Ascertain what personal property staff have lost at site
- Consider assisting staff with replacement items
- Assess need for counselling for staff
- Arrange for staff to receive wage / salary payments
- Consider staff transportation needs for ongoing jobs
- Carefully plan ongoing production and staff deployment
- Consider staffing levels, annual leave, unpaid leave, redundancy
- Secure pending job sheet information from all staff
- Consider sub-leasing staff to other Licencees
- Consider requesting more staff and assistance from other Licencees

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Your Business Continuity Actions:

- Contact insurance company where business continuity insurance applies
- Contact your back for financing options
- Consider temporary premises or onsite portable buildings
- Consider temporary production capability including outsourcing to nearest Mastercraft
- Consider staffing levels, annual leave, unpaid leave, redundancy
- Consider running additional shifts to maintain production
- Replenish stock lost in conjunction with insurance company
- Recovery of back up data
- Keep all staff and contractors appraised of progress
- Ensure finance and accounting functions are maintained
- Arrange temporary telecommunication functions
- Arrange temporary IT functions
- Consider issuing internal and external press releases
- Ensure HR functions are maintained
- Consider local council regulations for building and premises

Your Moral Considerations:

- Neighbouring premises affected
- Employees directly or indirectly affected and their family through lost income or property
- Honesty and integrity throughout the process
- Client jobs or refunds
- Supply Partners
- Landlord

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